

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION OF CONTEL OF KENTUCKY,)	
INC.'S PROVISION OF TELEPHONE SERVICE)	CASE NO. 90-167
AND SERVICE QUALITY)	

O R D E R

Contel of Kentucky, Inc. ("Contel"), pursuant to KRS Chapter 278, is a local exchange telephone company under the jurisdiction of the Commission.

At the present time, some of Contel's rural customers can only subscribe to four-party service. If customers wish to have one-party service, they must pay the monthly flat rate plus a monthly mileage charge of \$1.25 per 1/4 mile.

Recently, the Commission has received numerous complaints from Contel's customers and county and other public officials regarding Contel's service. Some of the concerns of complainants were disconnections during conversation, excessive noise signals, simultaneous calls being audible on the line, unnecessary intervention by operators, and finally that they are not able to have one-party³ telephone service without paying the mileage charge. Some of these complainants claimed that Contel promised to upgrade its facilities in order to provide them

one-party telephone service within specified time frames, but this was not done.

Contel has responded to some of these complaints either directly or through the Commission on an informal complaint basis. However, Contel's responses have not satisfied the complainants. The Commission believes that more explanatory responses should be provided to Contel's ratepayers.

The Commission is concerned about Contel's ratepayer complaints and problems and seeks a reasonable solution. The Commission is also aware of the costs associated with upgrading Contel's system. Therefore, the Commission, on its own motion, establishes this proceeding in order to fully investigate the situation.

IT IS THEREFORE ORDERED that within 30 days from the date of this Order Contel shall provide the following:


1. A detailed description of all of its deferred construction plans, which directly or indirectly affect the provision of one-party telephone service, since 1986. Furthermore, Contel shall thoroughly explain the reasons for the deferral of these plans.

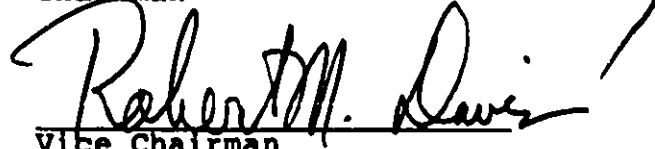
2. A complete schedule of its current plans regarding upgrading its system in order to provide one-party telephone service to all its ratepayers and to eliminate mileage charges.

3. Responses to the concerns mentioned in complaints which have been enumerated in this Order. Copies of these complaints are attached hereto and incorporated herein as Exhibit 1.

Done at Frankfort, Kentucky, this 22nd day of June, 1990.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

Benton A. Cowles
Brooksville, Kentucky 42210

NOV 22 1989

CHAIRMAN
P.S.C.

November 18, 1989

Mr George Edward Overbey, Chairman
Kentucky Public Service Commission
PO Box 615
Frankfort, Kentucky 40602

Mr Overbey,

For the past several years I have heard that we in Edmonson County, would have private telephone lines to each customer throughout the county at a fair and reasonable charge.

Today if we want a private telephone line in our homes out in the rural areas of the county it is cost prohibitive to many of Edmonson Countians. I feel like it is past due that we have private phone lines throughout Edmonson County at a reasonable charge.

Have we been due private telephone lines in Edmonson County and they went elsewhere? Will you assist us with your influence as chairman of the public service commission to help Edmonson County to have private telephone lines throughout the county at a reasonable charge?

Having private telephone lines is important for so many reasons. The most important reason could mean life or death when quick access to a telephone line is needed under emergency conditions when a ambulance, law enforcement or fire department is needed.

Thank you for your time and concern. Please try to help us!

Respectfully Yours

Benton A Cowles
Benton A Cowles

CC: Contel of Kentucky, Inc
719 North Main Street
London, Kentucky 40741

Home 502 597-2770
Office 597-2381



EXHIBIT 1

FILED

January 11 th., 1989

Public Service Commission
730 Schenkel Lane
P. O. Box 615
Frankfort, Ky. 40602

JAN 15 1989

PUBLIC SERVICE
COMMISSION

Gentlemen:

I hesitate to write this letter because I know you have a busy schedule, but after thinking about it, if the situation was reversed and I was in your position, I would want someone to make me aware of what is going on.

About five (5) years ago I took a day off from work and with my wife came to Frankfort and spent the larger part of the day attending a hearing for Contel. I was impressed with your attentiveness with the proceeding and particularly with the intelligence of a couple of women that Contel had working for them.

I remember during that hearing Contel brought out the point that the telephone lines were vital to the national defense and you people agreed with them. I laughed with the wife on the way home and told her that if this were true, we had already lost the war.

During the hearing Contel told of improvements that would be made, how old equipment was being and would be replaced. After five (5) years of waiting patiently for all of these improvements I find the service or the equipment has not been improved. I am not referring to the service or repair men, I think they do a good job with what they have to work with.

I feel the people have no one to turn to for help except you.

Contel received a raise at that particular hearing. Now I find that people on this system pay more for a four (4) party line than people out in the country pay for a private line in Barren County. I have lived in Covington, Warsaw and Carrollton and have never had any trouble with the phones until I moved to Smiths Grove.

The problem is basically old equipment.

I know that you don't know me so I thought that I would get a page of names of other dissatisfied customers to show this problem is legitimate. As it turns out I have almost seven (7) pages. This is from a small area around Smiths Grove - I understand the situation is about the same every where except Park City - it is better there.

Please look into the situation and see if you can help us.

Thank you,

Carroll S. Bevarly

Carroll S. Bevarly

Carroll S. Bevarly
2400 Rocky Hill Road
Smiths Grove, Ky. 42171

Barbara Faust 205 Burnley St.
 James & Jacqueline Stephens 2321 Polkville Rd Oak
 Pringle & James Webb 634 Hays & Oak 4217
 Albert & Lorne Becker 1622 Franklin St. Smith Grove
 Mary J. Hunt 7760 Glasgow Rd - S.G., Ky
 Stanley H. Miller, 3429 Hyde Rd. Smith's Grove
 Annie Brown (Kane) 206 Witherspoon
 Ruth Hughes 8395 Scottville Rd. Smith Grove Ky
 P. H. Sunny Ekins 1241 Moore Rd. Smith Grove, Ky 4217
 Jim Tobin 722 Little Kent Road Smith Grove, Ky 4217
 John Wayne Smith P.O. Box 82 335 Ky St. Smiths Grove, Ky. 4217
 L. A. Fitzgerald, Box 173, Smith's Grove, Ky. 4217
 W. K. Brown 399 Pagon Road Smith Grove 4217
 Roy M. Kiser 1765 Hays Pondemille Rd. Smiths Grove, Ky. 4217
 Maybell Byler 2026 E St P.O. Box 35 Smiths Grove Ky 4217
 Vanney Greenup 1305 Carl Jordan Rd. Oakland, Ky. 42157
 Bud Greenup 1305 Carl Jordan Rd. Oakland, Ky. 42157
 Greenup Real Est. 141 Main St. Smith Grove, Ky. 42171
 Martha Greenup 1331 Carl Jordan Rd. Oakland, Ky. 42157
 Jack Dubree 208 West Ave Smiths Grove, Ky. 42171
 Joyce Edwards 332 Laurel Smiths Grove, Ky. 42171
 Kenneth Brown 206 Witherspoon St. Smiths Grove, Ky. 42171
 Linda Jackson 4161 Carl Jordan Rd. Oakland Ky. 42159
 Marie Hansen 3800 James Ray Bridge Rd. Oakland, Ky. 42159
 Harry Lyons 1008 Upper Sugar Ridge Rd. Oakland 42171
 Maurine Madley 885 Upper Sugar Ridge Rd. Oakland 42171
 James Byrd 59480 Bristow Road ~~Smiths Grove~~ Oakland
 Andrew Perkins 715 Oak Hill School Rd. Smiths Grove
 Philip ~~James~~ 42157, 3515 Hays Rd. Smiths Grove, Ky.
 Scott Skaggs 3740 Hays Rd. Smiths Grove, Ky. 42171
 Pat Egster 6064 Scottville Smiths Grove Rd. Smiths Grove Ky
 Donald, Kiser 235 Kiser Rd. Oakland, Ky. 42157
 Henry Hitter, 2401 Rocky Hill Rd. Smiths Grove Ky.
 LeRoy Hickie Box 146, Oakland Ky. 42171
 Gerald Chene 134 Kici Ct. Smiths Grove Ky. 42171
 Darlene Edwards 560 Hurt Lane Smiths Grove Ky. 42171
 Harlene Thomas 560 Hurt Lane Smiths Grove Ky. 42171
 Fredrick Aida 1430 Orchard Rd. S.G. Ky. 42171
 Mary J. ~~Miller~~ Hays Rd. Oakland Ky. 4217
 Linda ~~Miller~~ 2140 Harrison S.G. 42171

RV Smith Box 81 Smiths Grove 563 4127
 Will Smith Box 219 Smiths Grove 565 2111
 Dean Hargrave 410 Phillips Road S. Grove 563-4963
 Carole Gaskenberry 177 Beebe St 563-5151
 (G) Arady Neal 563-4637
 Shirley Martin Box 92 Smiths Grove 563-4634
 Debbie Evans P.O. Box 163 Smiths Grove 563-4771
 Ronnie Hargrave 410 Phillips Rd. 563 4961

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

Glen MacLipson 582 Parkville Rd. 563 0344
 Wren Holder 780 Elk Springs 563. 9063
 Theresa Lowe P.O. Box 205 Smiths Grove, KY 563 4987
 Eugene Maxine Camp 8474 Galt-Hydro Rd. Smiths Grove, Ky 563-4330
 Betty Herkell Oakland, Ky.
 A. L. Johnson 2065 Galt-Hydro Rd. Smiths Grove, Ky 563-4961
 Kirby M. Johnson 801 Rocky Hill School Rd.
 Michael G. Medlar 5550 Old Hickory Rd. Oakland 563-4950
 Lela M. Stunk 317 E 4th St., Smiths Grove, Ky 42177
 Gordon Burris 305 Payne Rd. S. Grove 749-3152
 Patty Madison 405 Elk Springs Rd. Oakland, Ky 42154 563 4961
 Norman E. Edwards 563-4968 1169 Meade Rd. S. Grove Ky
 Kirby M. Johnson - 801 Rocky Hill Sch. Rd. Smiths Grove, Ky. 42177 749-3152
 Lora Ellen Johnson - 801 Rocky Hill Sch. Rd. Smiths Grove, Ky. 42177 749-3152
 Joyal Channing P.O. Box 31 Rocky Hill, Ky 42163
 Betty Stuck P.O. Box 58 Rocky Hill KY 42163
 Jackie Gasty 6044 Scotsville Smiths Grove Rd
 Smiths Grove Ky 42171
 Brenda S. Baker 1545 Spring Rd. E.C. 563-4158
 Alma Lowe S. Grove Ky
 Rachel Metley Smiths Grove Ky
 Marilyn Smith 217 Elk Springs Rd. Oakland Ky. 563-4950
 Jessa Burck 5484 S.B. Scotsville Rd. Smiths Grove, Ky 563-4931
 [REDACTED]
 Rhonda H. Creek 6187 Galt-Hydro, Smiths Grove, Ky. 563-4961

Kelley Insurance	- 218 Sunset Ave. Smiths Grove, Ky.	563-6617
Wm. J. Rudloff	126 BROADWAY Smiths Grove, Ky.	563-5
Frankie Collins	123 Mill St. " " "	563-6
Fred J. Robertson	364 Little Knob Rd " "	563-9
Mary J. Benson	Upper Smith Grove Rd. Smith Grove,	563-41
Robert Appleby	247 Broadway Smiths Grove, Ky	563-3
Ernest Cowles	318 Three Forks Rd Smiths Grove, Ky	563-2
James Spillman	7925 Brownsville Rd Smiths Grove, Ky	591
William A. Anderson	216 Ramsey Ave. Smiths Grove	563
Geneva Massey	4115 Brownsville Rd. 13 Rodmanville, Ky	597
Donald R. Hacy	P.O. Box 272 Smiths Grove, Ky	56
Gerry Lawson	Calling from off. in C. D. Prob. + Parale	
Mary Belle Ballance	1301 Knoxville Pike Dayton	563-3
Don M. Miley	1080 Three Forks Rd. S.G.	563-43
Carolyn McCarty	459 Inkertown Rd Oakland	563-41
J. B. Hoban	641 Lewis	563-90
Mable Miles	14820 Lou. Rd S.G.	563-41
Ray W. Whinn	1011 Little Creek Sping. R.	56-3450
Sperry Thross	Elitrock Rd. 771	563-41
Lat May	144 East 6th Smiths Grove, Ky	563-65
David Wiles	2133 Hays Lodge Road - S.G.	563-49
Bobby Doyle	399 Moonwood Rd. S.G.	563-41
Alpha Brownfield	2899 Hays Pendennis Rd	563-45

Keta Welch

11325 Glasgow Rd. Smith's Grove, Ky.

Cheryl Turney

576 Kelly Hill Rd. Smith's Grove, Ky.

Willie Wright 6903 Gotts Hydro Rd Smith's Grove, Ky.

Pauline Gilford 4321 Oakland & Flat Rock Road Oakland, Ky. 42159

Laura Meador 4715 Gotts Hydro Rd Oakland, Ky. 42159

Myrtle W. Cox 3122 Lower Iron Bridge Rd Oakland, Ky.

Daryl Bledsoe 517 Hays Lodge Rd. Smith's Grove, Ky.

Shelly Sargent 188 Webb Smith's Grove, Ky.

Donna L. Leland 5074 Camden Rd. Smith's Grove, Ky. 42159

Orlando Buchanan

Tatiana Allen - 1195 Hays Lodge Rd. Smith's Grove, Ky.

Darryl Allen 957 Hays Lodge Rd Smith's Grove, Ky.

Leona C. Allen 957 Hays Lodge Rd Smith's Grove, Ky.

Thomas Young 2976 Hays Smith's Grove Rd

Breezy Hill 259 Hays Hill, Ky. 42163

Kathleen Sneed 215 Ramsey St. S. E. Ky. 42171

Beatrice Walker 204 S. Smith's Grove, Ky. 42171

Keta Hyman 219 Ky. 597-3631

Bonnie Hart 279 Webb Ave 563 3331 Smith's Grove, Ky.

Angela M. Combs 21982 Townville Rd. Park City, Ky. 42160

William E. Ekins 627 E. Ekins Rd. Smith's Grove, Ky. 42171

Philip E. Ekins 434 McKnight Rd. Smith's Grove, Ky. 42171

Paula E. Ekins 7360 Dayton Rd. Smith's Grove, Ky. 42171

Robert Baumgartner 1488 Hays-5.6 Rd. Smith's Grove, Ky. 42171

Donna M. Ekins 136 Smith's Grove Rd. Smith's Grove, Ky. 42171

Donald Smith 5393 Carl Gordon Rd. Oakland, Ky. 42159

Karl Earl Miller 131 Hays Lodge Rd. Smith's Grove, Ky.

Suzanne Thacker 602 Moulder Drop Rd. Smith's Grove, Ky.

Maybell M. M. 1014 G. T. T. Hydro Rd. Oakland, Ky. 42159

Debra E. Ekins 508 S. E. Ekins Rd. Smith's Grove, Ky. 42171

Diann Boyer 164 Bohannon Rd. Smith's Grove, Ky.

Robert E. Ekins 9043 Gotts Hydro Rd. Smith's Grove, Ky.

~~Donna E. Ekins~~

Bruce Mary Ann Bachman 641 Lewis Rd. Smith's Grove, Ky. 42171

Russell B. Jones 333 N. Main St. Smith's Grove, Ky. 42171

2595 E. Ekins Rd. Smith's Grove, Ky. 42171

Mike Howard 5974 Bristow Rd. Oakland, Ky. 42159

Don E. Ekins 1964 Hays Hill Rd. Smith's Grove, Ky. 42171

Honora E. Ekins 11093 Porter Pike Oakland, Ky. 42159

Paul Cowles 671 Oakland-Flat Rock Rd. Oakland, Ky. 42159

As the undersigned have problems with our telephone service. We realize that we cannot have a perfect system but feel the service can be greatly improved with newer equipment. Since we are paying for good service we feel that improvements need to be made.

Marion Lawrence
 Roger Beaman
 J. W. Bell

8716 Holt-Hydro Rd Smiths Grove
 S. G.
 S. H. Van.

Gary Whitley
 Donald L. Round
 David Beckham
 Cecil Barker

794 Lawrence Rd. Smiths Grove
 Smiths Grove Ky.

Brenda Chapman
 Kenneth Kempf
 W. R. Lawrence

915 Beckham Rd
 Smiths Grove Ky Post Office
 4205 Coley Blvd Smiths Grove
 Smiths Grove
 4185 Hydro Rd. Smiths Grove

Egypt & Machine Co. 8474 Holt-Hydro Rd. Smiths Grove 563-4335

Ronnie & Helen Hardcastle 410 Philips Rd, S. G. 563-491

Randy Smith East 811 Wendell Kipster Rd. - ~~Smiths Grove~~

Robert Clayton 9038 1st Hydro Rd 563-468

Wendell Clayton 1121 1st Hydro Rd Smiths Grove

Harry Fanning 1104 1st Hydro Rd Smiths Grove

John B. Bell 1171 1st Hydro Rd Smiths Grove

W. R. Lawrence 8233 Holt-Hydro Rd. Smiths Grove

W. R. Lawrence 405 Lawrence Rd Smiths Grove

W. R. Lawrence 1104 1st Hydro Rd Smiths Grove

W. R. Lawrence 1104 1st Hydro Rd Smiths Grove

Frankfort, Ky.

James Smith P.O. Box 219 Smiths Grove, Ky. 42171
Dentist Office P.O. Box 370 Smiths Grove, Ky. 42171
Joy D. Myrdin 437 Ky.
Jeta Goodoff, Box 146, Smiths Grove, Ky.
Susan Campbell 103 Mansfield Dr. Oakland, Ky. 42159
W.S. Williams P.O. Box 45, Smiths Grove, Ky. 42171
John H. Taylor 831 Tennessee Ave., Smiths Grove, Ky. 42171
P.D. (Hogden) S-95 Kentucky Co. Rd. Smiths Grove, Ky.
Sharon Cannon 1615 Pinckville Rd. Smiths Grove, Ky. 42171
Mary Frances Kelly 822 Noyes - S.B. Rd. Smiths Grove, Ky. 42171
Charles Whitely 5068 Noyes-Bushville Rd. Smiths Grove, Ky. 42171
Lain B. Smith P.O. Box 319 - Noyes-Kayser Rd. Smiths Grove, Ky. 42171
Ralph A. Smith 248 Loving Rd. Bowling Green, Ky. 42171
Thom Carr-Sikel PCU P.O. Box 148 Smiths Grove, Ky. 42171
Ron Small & Son 266 Smiths Grove, Ky. 42171
Frank Stiddle 602 Mailrose Loop Rd. Smiths Grove, Ky. 42171
C. Fort Tamm P.O. Box 239 Smiths Grove, Ky. 42171
Brenda Kinfer - Kay Kinfer 1850 Blaine Ln. City of Paducah
Smith's Home Box 265 Smiths Grove, Ky.
Harley L. Hargis 157 MARTIN RD. SMITHS GROVE KY 42171
JUDIA PHAROS 157 MARTIN RD. SMITHS GROVE KY 42171
Patricia J. Kelly 487 Upper S.B. Rd. Smiths Grove, Ky. 42171
Glen Akers 229 4th St Box 301 Smiths Grove Ky 42171
Madame Willard 250 College, Smiths Grove Ky 42171
Linda S. Smith 12142, Washington, Indiana, Ky. 42171
Linda S. Smith P.O. Box 170 Smiths Grove, Ky.
Ludger Ruppel Martin Rd. Smiths Grove, Ky.
Rose Martin 3094 Noyes Lodge Rd. Smiths Grove, Ky.
Warner Fatzko Co. P.O. Box 170 Smiths Grove Ky. 42171
Colyn Arnold for POH Ship Smiths Grove Ky 42171

229

Henry Lawrence 119 Lawrence & Smith Lane Ky 42171
119 Lawrence & Smith Lane Ky 42171
119 Lawrence & Smith Lane Ky 42171

Jack Lawrence 2088 Moulder Loop Rd. Smith Grove Ky 42171

William G. West 2515 Shaw Forks Rd Smith Grove Ky

119 Lawrence & Smith Lane Ky 42171

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119 Lawrence & Smith Lane Ky 42171

119 Lawrence & Smith Lane Ky 42171

119 Lawrence & Smith Lane Ky 42171

Dear Sirs, Please we beg you to try to
 do something done about the ~~Continental~~
 (I can't spell it) - Telephone Co.

Continental

Center of Kentucky
 719 North Main St.
 London, Ky 40741

FEB 28 1990

ATTN: CONTINENTAL PHONE CO.

PUBLIC SERVICE
 COMMISSION

We the people of Hydro, Martinsville, Kepler and Poundsville
 communities, feel that we have suffered long enough, with this out_dated,
 disgusting, aggravating PARTY LINE SYSTEM.

There cannot possibly be any excuse reasonable enough to let such misery
 continue. Some emergencies have already occurred, and could not be dealt
 with properly because of this screwed up system. Before something very
 drastic happens in our community, only because we can't reach someone, or
 get out on the phone, we must demand action be taken immediately, if
 not sooner, to correct this problem, after all--- this is the 1990's!

What, we must ask, does all this HI TECH BULL on the front of our
 phone directories mean? And where is it?

We are surrounded by counties and communities with private lines,
 and we understand that you are making more money as long as you leave us
 on this primitive system.

If all you need is more people to complain and or bitch, then here we
 are. P. S. Where is our 911?

Signed,

Damon Carlock
 Charles W. Remick
 Beatrice East
 Brenda Bratcher

Damon Bratcher

J.D. Baird

Kathy Furlong

Lisa Johnson

Dorothy Brown

Daisy Lockett

W. West

Mike Wood

John B. McCleary

John D. Gray

Rita A. Gray

Wayne Faulkner

Ken Brown

Roger Johnson

Phil Green

Rocky East

Larry Woods

Kim Dearing

Kirkel Matting

Helmi Thomas

April Wright

Donald Bunch

Marsha Britt

William Whitley

Sharon Lowe

Charles Whitley

Larry D. East

Sandra Jones

Eugene Droul

Robert Kemble

Wally Leason

Jack Lawrence

Simon Beckham

Wm. M. Miller

Robert Lawrence

Mellie Lawrence

Beverly Huntman

Dan Beckham

Elyria Whitley

Rebecca Howe

James R. Stubble

Kim Lawrence

Shirley Coulter

Yoda Jones

Mildred Stone

Eugene Cook

Edward Hutto

John Hill

James Smith

Denise Baile

Billy Lusk

Wallace Lusk

Steve Lauren

We the people of Hydro, Martinsville, Kepler and Ponds ville communities, feel that we have suffered long enough, with this out_dated, disgusting, aggravating PARTY LINE SYSTEM.

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If all you need is more people to complain and or bitch, then here we are. P. S. Where is our 911?

Signed,

Noble Hill
Lilly Hughes
Harry Hughes
Larry Bull
Kenneth Watts
Terry Watts
Tony Watts

Joe Leonard
Ken Worley
Tony Cron
Wade Martin
Linda Hughes
Zulen D. Williams

Raymond Kinney
Joe Herald
Daniel Munt
Wallace East
Bess Boone
John Boycott

3 FOX GROCERY

Charles R. Ground
Pamela Stubble
Erroy Meeks
Alan Stubble
Rickey Meeks

John Meeks
Wall Stubble
Maybell
Tommy Duff

William Hays
Glen Spartin
H P Thomas
Ed Meeks

Blackberry
Emery Factory
Richard Cole
Ronnie Harbottle
Nella Harbottle

Johnny Smith
Jimmy Meeks
Dana Ground
J. R. Hughes
Vernon Mathings
Bryant Smith

C. H. Ross
We Meeks
Garry Lane
Donnie Russ
William Hays

Angie Smith
Dennis Woods

Floyd E. Dyer
James W. Meeks

Paul Keith
Donald Smith
Garnett Ayers
Kathy Hughes
Noel C. Hill

Senator William H. Fred:

1990 MAR 23 PM
Dear Sir Is there anything you private
can do to help us get affordable
telephone lines in this area of Edmonson
Co, our service is terrible, we have
four party lines, & we might as well
not have a phone our 80% of the
time, we cannot get the line, &
you would have to experience it to
realize the frustration, I sat for one
hour & forty five min. trying to get a
call in to telephone Co. about charges
on our bill that was not ours & our
out of state families have some very
serious illness & can never get us
If you can do any thing will be
greatly appreciated

Sincerely
Mr & Mrs Martin L. Cook

RECEIVED

MAR 23 1990

CHAIRMAN
P.S.C.

898 Silent Grove Church Road
Brownsville, Kentucky 42210

March 22, 1990

3/26/90

To: Bob Johnston
Consumer Services

900 052603

DEO

Rep. Ronnie Layman
602 Sunbeam Road
Leitchfield, KY 42754

The Hon. Wendell Ford
305 Federal Building
Owensboro, KY 42301

The Hon. William H. Natcher
414 East 10th Street
Bowling Green, KY 42101

The Hon. Mitch McConnell
241 East Main Avenue
Bowling Green, KY 42102

Mr. Bill Calvert
Administrator of Public Affairs
Contel of Kentucky, Inc.
719 North Main Street
London, KY 40714

Mr. George Edward Overbey, Chairman ✓
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

To Whom it May Concern:

The purpose of this letter is to request your assistance in obtaining private telephone lines for Edmonson County on an affordable basis. I am a lifetime resident of Edmonson County and have seen the county progress in many ways but feel telephone service offered by Continental Telephone of Kentucky remains archaic. Besides creating tension among families who must share telephones, it is felt we are being deprived of a service to which we feel entitled. Furthermore, if we should be fortunate enough to obtain the emergency 911 number, private telephone lines would be even more in demand. Neighboring counties have obtained this service while a majority of the county remains on party telephone lines.

As a representative of the homemakers organization, I have been asked by other homemakers and county residents to contact you to request your assistance in obtaining this much needed service. As a private citizen, I request that you investigate this matter and do whatever possible to obtain the service of private telephone lines for Edmonson County.

Sincerely yours,

Joan Wood
Joan Wood

Public Service Commission
P.O. Box 615
Frankfort, Kentucky 40602

Attn: Ed Overby, Commissioner

Dear Commissioner:

We, the enclosed petitioners, being residents, merchants and councilmen of Arlington and Bardwell, KY, located in Carlisle County, serviced by Contel Telephone Company of Kentucky, are extremely concerned about the phone service we are receiving. Complaints are similar throughout the community, the most prevalent of which are:

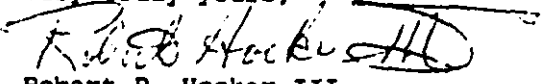
1. Instant disconnections while in conversation.
2. Noise interference so excessive, communication is nil, many times resulting in additional calls being necessary for a thorough and exact understanding between parties.
3. Override of conversations, or more simply, two different calls audible on the same line.
4. Phones out of service for several hours for no apparent reason, such as severe weather conditions or an accident involving lines, etc..
5. In direct long distance dialing, an operator will intervene and ask for the caller's phone number. This is not only annoying but is a very primitive and obsolete practice. This could also result in erroneous charges, due to wrong numbers knowingly being given.
6. Often, two or three attempts are necessary to enforce dialing.

The afore-mentioned complaints occur quite frequently and tend to be most aggravating to the individual as well as detrimental and costly to the merchants, some of which are dependent on efficient phone service, such as funeral homes, doctors and pharmacies.

I am sure you can perceive the impact these repeated disruptions could and do have! We, in no way, wish to cast a bad reflection or voice a complaint against any Contel service man; especially, Daniel Jones and Jerry Poe, the two we are most familiar with. In our opinion, they are very capable and dedicated employees. Certainly, we are not in a position to know where or how these problems originate, but do feel a rapid solution is necessary. The old cliché, "you get what you pay for" is not applicable in this instance. True, we are a small, rather remote, rural community but this should in no way alter the quality of public service we are afforded and pay for with premium rates.

It is our sincere hope that you will give this matter your undivided attention, thereby resulting in a dependable phone system for Carlisle County.

Very truly yours,


Robert P. Hocker III
Mayor

cc: Contel Telephone Company

RECEIVED

MAR 26 1990

CHAIRMAN
P.S.C.

PETITIONERS FOR BETTER PHONE SERVICE
IN CARLISLE COUNTY

Randolph B. Orr
Story & Orr Funeral Home
E. L. Weppner Pres.
Citizens Deposit Bank

Howard R. Hocker
R.P. Hockers, Inc.
Samuel M. Hocker
Dubrock Drugs

Jayce D. Dyer
J & J Sportswear
Randel C. Gibson
Dr. Randel Gibson

Bill & McGee
McGee's Used Cars

Bill Greaser
Mr. Bill's Restaurant

James Burgess
J.B.'s Mini Mart

Diana O'Neal
Petticoat Junction

R.P. Hocker III
R.P. Hocker III

Bob & McGee
Bobby L. Mc Gee

Johnny S. Thomason
Johnny Thomason

Ronnie James
Ronnie James

Talmadge L. Mc Gee
Talmadge Mc Gee

Anita Lambert
Anita Lambert

Howard R. Hocker
Howard R. Hocker

J. H. Jackson
THE HAIRATIGE

J. B. Carter

United States Senate

WASHINGTON, DC 20510

March 29, 1950 **RECEIVED**

APR 1 1950

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

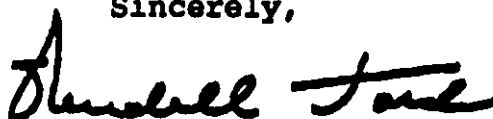
Dear Mr. Johnston:

I was recently contacted by Mr. and Mrs. Martin L. Cook of Brownsville, Kentucky, regarding the poor quality of their telephone service. I have enclosed a copy of their letter for your reference.

I would like to take this opportunity to advise you of my interest in the Cooks' situation and to request that you review the attached at your earliest convenience and take whatever action is deemed appropriate. Your cooperation in this matter is greatly appreciated.

Thank you for your time and attention.

Sincerely,



Mr. Bob Johnston
Consumer Services Division
Public Service Commission
P.O. Box 615
Frankfort, Kentucky 40602

Enclosure



EDMONSON COUNTY
PROPERTY VALUATION ADMINISTRATOR
BROWNSVILLE, KENTUCKY 42210

BENTON A. COWLES

502-397-2381

RECEIVED

March 29, 1990

APR 03 1990

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

Mr Bill Calvert, Contel
Administrator of Public Affairs
719 N Main St
London, Ky 40741

Mr Calvert,

Yesterday evening when I arrived home I had a message to return a phone call to Mrs JoAnn Wood. When I tried to phone Mrs Wood her line was busy. About 15 minutes later I tried again to phone her and my line was busy. After a hour of attempting to phone Mrs Wood I got through. I felt fortunate in reaching her in only one hour of time because sometimes this can take 24 hours.

As you may know Mrs JoAnn Wood is chairperson of the Capitol Hill Homemakers' committee for universal service. During our telephone conversation Mrs Wood reported to me that you said that Contel has a budget meeting coming up in mid April and there is not anything on the agenda concerning private telephone lines for Edmonson County.

Enclosed is a letter dated December 1, 1989 from Mr Bob Johnston of the Kentucky Public Service Commission. In the letter Mr Johnston reported to me that Contel has produced a company proposed schedule providing private line service between 1994 and 1996 for the exchanges of Bee Spring, Brownsville, Mammoth Cave, Park City and Smiths Grove. I hope at a minimum you can keep to this schedule and hopefully move the date earlier.

Having private telephone lines is important for so many reasons. The most important reason could mean life or death when quick access to a telephone line is needed under emergency conditions when a ambulance, law enforcement or fire department is needed.

I feel like it is well past due we have private telephone lines throughout Edmonson County at a fair and reasonable charges. I shall appreciate hearing from you.

Thank you for your time and concern. Please try to help Edmonson County to have private telephone lines at fair and reasonable charges.

Sincerely Yours,

Benton A Cowles

C Mr Bob Johnston
Mrs Jo Ann Wood

9000 5970 3

THE GIMLET-~~WEEKLY~~
EDMONSON NEWS

BILL CANTY, Editor & Publisher

RECEIVED

Member: Kentucky Press Association
National Newspaper Association
Kentucky Weekly Newspaper Association

APR 11 1990

BROWNSVILLE, KENTUCKY 42210
Area Code 502-597-3115

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

April 3, 1990

William N. Calvert III
Administrator Public Affairs
Contel of Kentucky, Inc.
719 N. Main St.
London KY 40741

Re: Universal one-party service

Dear Mr. Calvert:

Let me add my voice to the many in our county seeking the installation of universal one-party service at no mileage charge in Edmonson County.

We are trying to establish a 911 emergency telephone number for the county, but without the private lines we fear the effort will fail.

It is not merely the convenience of having a private line that you can afford to pay for that is at stake. But without 911, a life could be lost in an emergency.

I hope you will try to convince whoever makes these decisions that we are dead serious in desiring the one-party system. It can be done in other counties, why not here?

Yours sincerely,


Bill Canty

cc: Bob Johnston, Manager
Consumer Services
Public Service Commission

RECEIVED

Mr George Edward Owsby : APR 05 1990

CHAIRMAN
P.S.C.

Dear Sir this is in regard to our
trouble telephone system, we have been
promised Private lines for yrs. Now we
are hearing from some 1994 some say
we cant even be list to even get Private
lines the info is from telephone Co.

Please do what you can to help us
get affordable Private lines in this
area we are on 4 Party lines &
you cant believe the frustration, we all
feel we have been put off long
enough. Most of my family live
out of state & have very serious illness
in family, they have to try for hrs. to
get on line, & when we need the
line many times for almost emergency we
cant get it, some talk as long as 1 hr.
Please help us if you can.

Sincerely
Mr & Mrs Martin L. Cook

900060122

April 6, 1990

Wazif B. Bennett
105 LAUREL Ridge Road
MAMMOTH, CALIF. 93245 422-07

Mr. Johnston. 900060

I'm a elderly K
of Ky. (Edmonson co) &
a 4 party line w
ite hard to get to
the phone when
even a 2 party
would be O.K.
we don't get a p
line. which I h
we can in the
future

RECEIVED

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

Since
Jala M
310 W
Marshall
KY 402

DELZINNA BELCHER
HARLAN COUNTY JUDGE EXECUTIVE

P.O. BOX 956
HARLAN, KENTUCKY 40831
PHONE (606) 573-2600



RECEIVED

APR 10 1990

**PUBLIC SERVICE
COMMISSION**

April 9, 1990

Mr. Lee M. MacCracken
Executive Director
Public Service Commission
730 Schenkel Lane
P.O. Box 615
Frankfort, KY 40602

Dear Mr. MacCracken:

Please consider this letter as a request for the Public Service Commission to check on the following matter:

It has been brought to my attention by the residents in the Upper Cloverfork area of Harlan County, Kentucky, that their public telephone rates and private line rates are extremely high. They say the residents in the remaining Cloverfork area have reasonable rates. Their telephone prefix is 837 and they are served by Contel Telephone.

Your attention to the above mentioned matter is greatly appreciated. If you have any questions, please feel free to contact my office.

Sincerely,

Delzinna Belcher
Harlan County Judge Executive

DELZINNA BELCHER
HARLAN COUNTY JUDGE EXECUTIVE

P.O. BOX 956
HARLAN, KENTUCKY 40831
PHONE (606) 573-2600



RECEIVED

APR 10 1990

PUBLIC SERVICE
COMMISSION

April 9, 1990

Mr. Lee M. MacCracken
Executive Director
Public Service Commission
730 Schenkel Lane
P.O. Box 615
Frankfort, KY 40602

Dear Mr. MacCracken:

Please consider this letter as a request for the Public Service Commission to check on the following matter:

It has been brought to my attention by the residents in the Upper Cloverfork area of Harlan County, Kentucky, that their public telephone rates and private line rates are extremely high. They say the residents in the remaining Cloverfork area have reasonable rates. Their telephone prefix is 837 and they are served by Contel Telephone.

Your attention to the above mentioned matter is greatly appreciated. If you have any questions, please feel free to contact my office.

Sincerely,

Delzinna Belcher
Harlan County Judge Executive

9000 59403

RECEIVED

APR 11 1990

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

April 5th 1990

I am writing to you about my concern about
 our telephone services, and private lines.
 I think it is a shame that old people
 and handicapped people have to pay
 money to get a private line. I am
 almost 67 years old, my son and I live
 together. He is a handicapped
 person all his life. I had a phone put
 in a month ago. He had to go to
 the hospital that long ago. We had to
 go to another house to call an ambulance.
 I think all people should have a private
 line. We can't all live close by on
 Exchange Street. If we don't get them soon
 we should all get together and have them
 all hooked up and use it to talk to each
 other. If it can't be done now I do know.
 There should be an exception made to
 old people & handicapped people because
 they need them worst. Also we will
 all get old if we live like we want like
 to. I don't want to pay money for
 this social security. I think there
 should be something done about it now
 for these people's sake. Sincerely,
 Forina Woodcock

9000 62123

April 9, 1990

RECEIVED

APR 11 1990

CHAIRMAN
P.S.C.

Mr. Bill Calvert
Administrator of Public Affairs
Centel of Ky., Inc.
719 N. Main Street
London, Ky 40741

Dear Mr. Calvert:

We are life-time residents of Edmonson County, Kentucky. During this time, we have never had affordable private lines to our home. We have always had four-party service in our home.

Adjoining counties have affordable private lines. We feel like it is new time for Edmonson County residents to have this same advantage, and we feel like we are due this service.

We would appreciate any effort that you can make in obtaining affordable private line service for us.

Thank you very much.

Sincerely,
John H Blanton
Nancy Blanton

cc: Public Service Commission

APR 11 1990

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

Dear Mr Johnson.

I am a concerned homeowner with a telephone on a four party line. In the 18 years I have had a telephone, the service has not improved much.

On a four party line I have put up with not getting to use the phone for as much as a whole day at a time, from teenagers using it to someone leaving it off the hook.

When this happens I have to go somewhere else to use the phone. I am a disabled person so I am home a lot. It is truly a mess on my phone line, I have been cursed at, threatened, abused and had someone on my line to leave the phone off the hook because they felt they could do as they wanted to.

In a county like Edmonson, we need private lines, at a reasonable cost. We have been put off with about everything to a later date.

900062003

RECEIVED

APR 11 1990

CHAIRMAN
P.S.C.

April 6, 1990

Mr. George Edward Overby
Chairman, Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a permanent resident of Edmonson County, Kentucky. I am concerned about the telephone service that is available to us in our county. At the present time, the majority of our residents who have telephone service in the rural areas have four-party lines because private lines are prohibited by high cost. I feel like all residents of the county should have access to affordable private lines.

Our adjoining counties have affordable private lines. It is now time for all residents of Edmonson County to have this service at an affordable rate.

Edmonson County is in the process of trying to acquire the 911 Emergency Assistance System. Without private lines, this causes problems.

We are approaching the 21st Century; we have sent men to the moon. We are in a space age; yet, Edmonson Countians are expected to have a telephone service that is obsolete throughout much of our nation. There are other telephone systems that have private lines at an affordable rate in rural areas; and yet most residents of Edmonson County have access only to a four-party telephone line due to the high cost of the private line.

In 1988 I wrote a letter to the Public Service Commission expressing my concern about this matter. I received a letter from Mr. William Calvert, Administrator of Public Affairs for Contel of Kentucky (the telephone company that serves Edmonson County), as a result of this letter. Mr. Calvert stated that the current plans were to convert the Brownsville central office to digital equipment early in 1991, and that the four party and mileage elimination program was also scheduled to be completed in 1991. (A copy of this letter is enclosed.) Now Mr. Calvert has told Mrs. JoAnn Wood, a resident of Edmonson County, that there are no current plans and that there never have been any plans to convert the Brownsville exchange to affordable private lines. We keep getting put-off by Contel. It is time that Contel

should make affordable private lines available throughout Edmonson County.

Contel of Kentucky is having a planning meeting April 15, according to Mr. Calvert. I would appreciate any assistance you could give Edmonson County at this meeting in obtaining affordable private lines in the near future.

Thank you very much for your time and assistance.

Very Sincerely Yours,

Carolyn Blanton
3860 Otter Gap Road
Bowling Green, KY 42101

Phone: 597-2979

cc: Mr. William N. Calvert
Administrator, Public Affairs
Contel of Kentucky, Inc.

900062203

March 29, 1990

RECEIVED

APR 11 1990

CHAIRMAN
P.S.C.

Mr. William N. Calvert
Administrator, Public Affairs
Contel of Kentucky, Inc.
719 N. Main Street
London, KY 40741

Dear Mr. Calvert:

We are permanent residents of Edmonson County, Kentucky. At the present time, we understand the majority of our residents who have telephone service in the rural areas have four-party lines because a private line is prohibited by high cost. We feel like we should all have access to affordable private lines. We are due this privilege.

The adjoining counties have affordable private lines. It is now time for all Edmonson County residents to have this service at an affordable rate.

Also, Edmonson County is in the process of trying to acquire the 911 Emergency Assistance System. Without private lines, this causes problems.

We would appreciate any assistance that you can give us in obtaining affordable private lines for all residents of Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Elaine Parsley, Pres. Edmonson County Homemaker Council
Sophia Cook Pres. Ellet Edmonson County Homemaker Council
Carolyn Blanton, Sec. - Treas., Edmonson Co. Homemaker Council
Anni Stevenson Pres. Bee Springs Homemakers Club
Joyce Wassley Pres. Hally Hobby Homemaker Club.

Local B. Turner member

Jean Ford

Capital Hill

Lola Hays

Bee Spring Home Makers Club

Edna R. Sanders

Capitol Hill

Beverly Ann Webb
Loc: Public Service Commission

President, Brownsville Homemakers

Shirley Houchins, President, Charlybeate Homemakers

9000 62383

RECEIVED

APR 11 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Centel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Mike & Betty J. Jones

RECEIVED

APR 11 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Centel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Henry & Betty Rose

RECEIVED**APR 11 1990****CHAIRMAN
P.S.C.**

April 6, 1990

Mr. George Edward Overby
Chairman, Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a permanent resident of Edmonson County, Kentucky. I am concerned about the telephone service that is available to us in our county. At the present time, the majority of our residents who have telephone service in the rural areas have four-party lines because private lines are prohibited by high cost. I feel like all residents of the county should have access to affordable private lines.

Our adjoining counties have affordable private lines. It is now time for all residents of Edmonson County to have this service at an affordable rate.

Edmonson County is in the process of trying to acquire the 911 Emergency Assistance System. Without private lines, this causes problems.

We are approaching the 21st Century; we have sent men to the moon. We are in a space age; yet, Edmonson Countians are expected to have a telephone service that is obsolete throughout much of our nation. There are other telephone systems that have private lines at an affordable rate in rural areas; and yet most residents of Edmonson County have access only to a four-party telephone line due to the high cost of the private lines.

In 1988 I wrote a letter to the Public Service Commission expressing my concern about this matter. I received a letter from Mr. William Calvert, Administrator of Public Affairs for Contel of Kentucky (the telephone company that serves Edmonson County), as a result of this letter. Mr. Calvert stated that the current plans were to convert the Brownsville central office to digital equipment early in 1991, and that the four party and mileage elimination program was also scheduled to be completed in 1991. (A copy of this letter is enclosed.) Now Mr. Calvert has told Mrs. JoAnn Wood, a resident of Edmonson County, that there are no current plans and that there never have been any plans to convert the Brownsville exchange to affordable private lines. To keep getting put-off by Contel. It is time that Contel

should make affordable private lines available throughout Edmonson County.

Contel of Kentucky is having a planning meeting April 15, according to Mr. Calvert. I would appreciate any assistance you could give Edmonson County at this meeting in obtaining affordable private lines in the near future.

Thank you very much for your time and assistance.

Very Sincerely Yours,

Carolyn Blanton
3860 Otter Gap Road
Bowling Green, KY 42101

Phone: 597-2979

cc: Mr. William N. Calvert
Administrator, Public Affairs
Contel of Kentucky, Inc.

RECEIVED

APR 11 1960

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Norman Wannell

P.O. 61

Brownsville

KY 42210

RECEIVED

APR 12 1980

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Arlene Skaggs
3525 Chalybeate Rd.
Smiths Grove, Ky.
42171

RECEIVED

APR 12 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Gontel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Ronald N. Cowles

RECEIVED

APR 12 1990

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Mr. + Mrs. H. D. Watt
Marla Elaine Watt

P.S. My neighbor (across the road) is in another phone district. They have all the services available to them (911 - call waiting - choice of long distance, private lines, etc.). We feel we should also have these.

RECEIVED

APR 12 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Coy Houchen

RECEIVED

APR 12 1990

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Hennis Basham
440 Bailey Rd.
Smiths Grove Ky. 42171

RECEIVED

APR 13 1960

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Margie Durbin

RECEIVED

APR 13 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Wendy Portinger

RECEIVED

APR 13 1990

PUBLIC SERVICE
COMMISSION

1304 Chelmsford

Smiths River, OR

April 10, 1990

900061603

Dear Mr. McCracken:

Let me join in the request for
private lines (at a reasonable rate)
for hotel customers in Edmonson Co.

Due to illness we had a private
line installed 2 months ago -
charges from 3-22 thru 4-21 were \$47 ⁴⁵/₁₀₀.
Not too reasonable - do you think?

When I called for a private line I
was told they would have to check
to see if a line was available -
which it was. People writing are
receiving a letter - all the same -
saying private lines are available, if
they are available to all why not
charge a reasonable amount for them.

Sincerely

Rachel Wilson

0061903

il 11, ~~RECEIVED~~

APR 16 1990

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

Le
County and
haver company.

Here. The
six times, we
can without
wait 2 hours.

Out in Louisville
and Louisville and
is times we
need without
wait we should
be a line
with 5 - \$40 per
month give
us.

P. Dennison

900061803

4-7-90

705 Briarthill Rd
Cynthiana, Ky

We were born and
raised in this area

RECEIVED

Mr. William H. Cahert
Administrator for Public Affairs
Contel of Kentucky, Inc.
719 W. Main St.
London, Ky. 40741

APR 16 1990

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

Dear Mr. Cahert:

My wife and I moved to Edmonco
County 10 yrs. ago, and have enjoyed
our life here tremendously with
one exception, the antiquated telephone
service provided by your company.

Our telephone bills average \$80.00 to
\$100.00 per month on a four party
line with no privacy. This is outrageous.

For the past ten years, we have
talked to your representatives
periodically concerning single
party lines with no mileage charge.
In each instance we were told
you were looking on it and
should have it in a couple of
years. This was a promise.

BO 90-17

RECEIVED

APR 16 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

George Liddy

RECEIVED

APR 16 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Linda Beasley
1944 Sunfish Sch Rd
Hoff Ky 42250*

RECEIVED

APR 16 1962

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Central telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Cody Carns

RECEIVED

APR 16 1960

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Conrad Vincent

RECEIVED

APR 16 1960

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Centel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

~~I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.~~

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Gray Vincent

RECEIVED

APR 16 1990

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

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Thank you for your time and assistance in this matter.

Sincerely,

Mr. & Mrs. Gary L. Davis

RECEIVED

APR 16 1960

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

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Thank you for your time and assistance in this matter.

Sincerely,

Gladye Miller
Gladye Grocy

RECEIVED

APR 16 1960

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

Larry Smith

RECEIVED

APR 16 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

Lloyd Wells

RECEIVED

APR 16 1962

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

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Thank you for your time and assistance in this matter.

Sincerely,

James A Miller

RECEIVED

APR 16 1960

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

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Thank you for your time and assistance in this matter.

Sincerely,

Warren Miller

RECEIVED

APR 16 1960

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

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Thank you for your time and assistance in this matter.

Sincerely,

Hoyt & Vada Lindsey

4-16-90

20:

Boe Johnston

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

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Thank you for your time and assistance in this matter.

Sincerely,

Elaine Simpson

RECEIVED

APR 17 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

Lori A. Sleam

RECEIVED

APR 23 1990

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

April 19, 1990

To Whom it may Concern.

I was borned and raised in Edmonson County, and have watch this County fight for every little improvement that it gets.

And now I see another fight in front of us. We want and need univereal one party lines, with no mileage charge. We are now trying to establish a 911 emergency system. You know how much of the effectiveness would be lost if much of the County is on four party lines.

I hope that a good hard look at Edmonson County would show the need and that party line elimination would be feasible.

Thank you

Mr & Mrs John Bewley
2830 Chalysbeate School Rd.
Bowling Green, Ky. 42101
Edmonson County.



LUTHER N. NORENE
EDMONSON COUNTY ATTORNEY

P.O. Box 409

Brownsville, Kentucky 42210
April 19, 1990

Phone 502-397-2147

Ed -
RECEIVED

APR 20 1990

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

RE: Affordable Private Line Telephone Service for
Residents of Edmonson County, Kentucky

Dear Mr. Overby:

I have been informed that up until recently, no one has spoken up for our county regarding the need for subject telephone service. I would strongly recommend your consideration of this service for our residents. I am strongly of the opinion that this service would be helpful for purposes of law enforcement and situations involving emergency ambulance service, fire fighting, etc. Needless to say, the seconds or minutes lost in getting through telephonically because of telephone lines being tied up could make a critical difference when there is a fire, an emergency health problem, or a law enforcement situation involving violence and potential harm or death to one or more victims.

I would appreciate it very much if you would give this matter careful consideration.

Sincerely,


Luther N. Norene

LNN:rrb

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APR 13 1990

ARMY

100

RECEIVED

APR 23 1990

PUBLIC SERVICE COMMISSION
CONSUMER SERVICES

April 19, 1990

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Thank you

Mr & Mrs John Bewley
2830 Chalysbeate School Rd.
Bowling Green, Ky. 42101
Edmonson County.

RECEIVED

APR 23 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

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I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely, *Carl Watt*

A large, stylized handwritten signature, likely "Carl Watt", is written in the lower right portion of the page. The signature is written in dark ink and is somewhat cursive and slanted.

RECEIVED

APR 26 1990

**CHAIRMAN
P.S.C.**

April 23, 1990

Mr. George Edward Overby, Chairman
Kentucky Public Service commission
P.O. Box 615
Frankfort, KY 40602

Dear Sir


In regards to our phone system in Edmonson County, which has been the topic of many conversations, it is easy to understand why Edmonson County has been neglected. Our county is suffering from a lack of representation as a whole. We would appreciate it very much if you would try to understand and give us all the consideration you could, as far as having private phone lines that are affordable to the people in our county.

We are aware of the fact that we may obtain private phone lines, but the cost is unrealistic to the people in this county. It is the desire of us Edmonson Countians to have the same privelages and services of our neighboring counties, no more and no less.

As efficient and beneficial our county services may be; fire department, ambulance service and police department, they could be well improved upon with the benefits that come from good communication.

We would like the freedom to be able to choose portable phones and answering machines, if we so desire their use. These privelages can only be chosen by the people who have the service of a private line. We request to receive these services at an affordable cost to the people of our county.

Thank you


Richard Sanders
Edmonson County Court Clerk

cc: Mr. William N. Clavert

lae

ALAN C. WAGERS
COUNTY ATTORNEY
HARLAN COUNTY
HARLAN, KENTUCKY 40831
Telephone (606) 573-1794

May 10, 1990

RECEIVED

MAY 14 1990

PUBLIC SERVICE
COMMISSION

Mr. Lee McCracken
Public Service Commission
Post Office Box 615
Frankfort, Kentucky 40602

Re: Contel Rate Structure
Harlan County, Kentucky

Dear Mr. McCracken:

The Harlan County Fiscal Court has directed me to contact you to request a formal inquiry into the telephone structure of Contel in the Cloverfork area of Harlan County.

At the regular meeting of the Harlan County Fiscal Court in April, 1990, many residents voiced their complaints relative to the payment of huge monthly bills for basic monthly service. The public and the Fiscal Court agree that this company's present rate structure is unfair and oppressive. We, therefore, request action by your Commission concerning this matter, and we further request such an inquiry to be conducted as quickly as possible.

Thank you for your prompt attention to our request herein.

Sincerely yours,

Alan C. Wagers

Alan C. Wagers, Harlan County Attorney
Room 14. Courthouse Building
P.O. Box 1440, Harlan, Kentucky 40831

ACW:mlh

cc: Harlan County Judge Executive
Members of Harlan County Fiscal Court
Contel of Kentucky, Inc.

4-8-90

RECEIVED

MAY 16 1990

CHAIRMAN
P.S.C.

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Mr + Mrs Jemmie Hauckin
561 Chalybeate School Road
Smith Grove, Ky. 42171*

RECEIVED

MAY 16 1990

**CHAIRMAN
P.S.C.**

Mr. George Edward Overby, Chairman
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602

Dear Mr. Overby:

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I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Darryl G. Bullock

RECEIVED

MAY 30 1990

CHAIRMAN

P.S.C.

May 28, 1990

To Whom it May Concern:

I am a resident of the
Nolin Lake area, known as
Nolin Estates,

I have been here as a new
resident since February of this year.

I am writing to you as
representative of the public and
acting paper -

Now, my complaint is the
Contel telephone company
service, and cost.

In talking to several of my
neighbors who have lived here
several years, "they say" they
have been promised better
service as far back as 1982 -

Most, if not all have are on
4 party lines, 1 party line
is cost prohibitive

6/
I know several years ago
the PSC, made South Central
Bell, and GTE, out of the 4
Party business. These Postel Group
are about 35 years behind -
We don't ever have direct dealing

I am retired, as most ^(Permanent) residents
that live here are, and it is getting
greater all the time -

So I, and many others would
appreciate, an investigation or
something that the Commission
should do -

Best Regards

C E Rogalski Sr

I am writing in reference to our
phone service in Edmonson County - Brownsville.

We have a 4 party line and live 10 miles
from Brownsville. I have been told that
a private line would be \$5.00 per mile plus
the charge now. Ordinary people cannot
easily afford such bills.

I wonder if the people who are in
control have ever had severe illness in
their family such as parents with heart
trouble, diabetes, emphysema or
broken hips!!! Have they ever tried to
call these people and not been able to
get a call through for 3 hours and finally
have to get in the car and go to their home
to see if they were all right? Do they
work & get home to find that their neighbors
who sit home all day keep the phone tied up
until bedtime just passing time? If they
have been through this then they know
what it's like to be on these party lines.

Could we please have affordable
private lines like everyone else?
Sincerely,

Dorothy Hatter
640 Piggy Rd
Smiths Grove, Ky. 42171
Mike & Rita Bently
485 Knox Rd

James T. & Norma Bently
656 Knox Rd
Smiths Grove, Ky. 42171

I ask that you do as much as you can to help us on this problem, to find a solution to our phone problems.

I feel that if we had private lines, at a reasonable cost, that we the public would benefit greatly from this.

As a resident of Edmonson County all of my life, I beg you to look into this problem, and try to help us.

Sincerely,
Robert Priddy